

## **APPENDIX B**

### **1. Stormwater Complaint Summary**

## **Stormwater Complaint Summary**

### **July 1, 2005 to July 31, 2007**

**Complaint Summary:** There were 108 complaints recorded between July 1, 2005 and July 31, 2007. This is about 50 complaints per year with is a significant decrease over the previous year where 100 complaints were tracked. In August 2003, Loudoun County began tracking stormwater complaints. This was facilitated by use of a Web page form in which persons could enter their name, address, telephone and email and description of the stormwater complaint.

**Complaint Origins:** There were 41 complaints which originated as email. There were 29 complaints received via direct telephone calls. There were 23 complaints received on the Stormwater Hotline. Most complainants provided a telephone number and a few provided email.

**Types of Complaints:** There were 41 complaints associated with drainage such as standing water, 24 were for improper grading, 15 were associated with flooding, and 5 were for erosion and sediment control.

**Project Status:** Of the 108 complaints, 85 were from developments that have been released from bond. There were 14 complaints on projects that are still under bond.

**Site Visits:** In response to complaints, over 70 site visits were made to view the site and/or discuss directly with the complainant.

**Follow up:** In 24 cases, Public Works Crew conducted follow-up. There were over 20 Public Works Work Orders issued in response to complaints. There were 4 cases passed on to VDOT for corrective action and 3 to the home developers. To date 94 of the cases have been closed out, typically within a few days of the issue date.